



County of Los Angeles  
**CHIEF ADMINISTRATIVE OFFICE**

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DAVID E. JANSSEN  
Chief Administrative Officer

Board of Supervisors  
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Second District

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Third District

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Fifth District

March 13, 2007

To: Supervisor Zev Yaroslavsky, Chairman  
Supervisor Gloria Molina  
Supervisor Yvonne B. Burke  
Supervisor Don Knabe  
Supervisor Michael D. Antonovich

From: David E. Janssen  
Chief Administrative Officer

**ENHANCEMENT OF THE LACOUNTYHELPS APPLICATION**

This memorandum provides advance notification to your Board that the Chief Administrative Office (CAO) intends to enter into a sole source, delegated authority agreement with ECONorthwest to enhance the LACountyHelps application. ECONorthwest is the developer of the original LACountyHelps application, launched on June 1, 2006, and ECONorthwest currently hosts and maintains the system.

On June 24, 2003, your Board approved and authorized the use of \$300,000 from the Information Technology Fund (ITF) to support the implementation by the CAO's Service Integration Branch (SIB) of the Los Angeles Services Identification and Referral (LASIR), subsequently renamed LACountyHelps. Your Board further authorized the expenditure of another \$300,000 from SIB's budget that, to date has been used to pay for research, outreach, and system maintenance costs. A matrix outlining total expenditures for the LACountyHelps application and the cost for this Phase II enhancement is attached for your information.

LACountyHelps allows the public an opportunity to anonymously enter data about their family situations and receive information about health and human services for which they may be eligible. Along with this information, users receive service center contact information, printable forms and applications, information about required documentation, and maps and driving directions. LACountyHelps is currently available in English and Spanish. Enhancements to the LACountyHelps application include: functionality improvements to the pre-screener module; the inclusion of 23 additional programs, including mental health, housing, and childcare; and the implementation of the

Each Supervisor  
March 13, 2007  
Page 2

LACountyHelps content translated into seven additional languages (Armenian, Cambodian, Chinese, Korean, Russian, Tagalog, and Vietnamese). The translation of the LACountyHelps content will be done by contractor(s) selected through an open competitive process that will be the subject of a subsequent communication to your Board.

ECONorthwest is the vendor that developed OregonHelps for Multnomah County, Oregon, and customized the software for the states of Arizona and New Jersey, and the County of Los Angeles. ECONorthwest hosts and maintains the LACountyHelps application, and is the only vendor that has worked with the software since its development. In addition to being the only proven customizer of the software, contracting with ECONorthwest will reduce the time necessary to enhance the LACountyHelps application and diminish the risks of implementation problems.

We anticipate the enhancement of the LACountyHelps application will be completed in approximately ten months after this agreement is executed.

If you have any questions, please call me or your staff may call Lari Sheehan at (213) 893-2477 or lsheehan@cao.lacounty.gov. We intend to move forward with this agreement in two weeks.

DEJ:LS  
CSS:JA

Attachment

c: Jon W. Fullinwider

# LACountyHelps Website Enhancements

## COST MATRIX

Description	Cost	CAO Funds Total Budgeted = \$300,000	CIO ITF Funds Total Budgeted = \$300,000
<b>Encumbrances &amp; Expenditures for Phase I</b>			
<i>Research and Planning</i>	\$ 96,250	\$ 96,250	
<i>OregonHelps Perpetual License</i>	\$ 15,000	\$ 15,000	
<i>Outreach Effort (production and distribution of outreach materials)</i>	\$ 22,386	\$ 22,386	
<i>Development and implementation of LACountyHelps Phase I (completed on June 1, 2006)</i>	\$ 92,560		\$ 92,560
<i>3-year Hosting, Maintenance and Support</i>	\$ 25,220	\$ 25,220	
<b>Total Encumbrances &amp; Expenditures</b>	<b>\$ 251,416</b>	<b>\$ 158,856</b>	<b>\$ 92,560</b>
<b>Encumbrances for Phase II</b>			
Development of LACountyHelps Phase II (excluding content translation into 7 additional languages)	\$ 69,645		
Pool Dollars for future enhancements and inclusion of additional programs	\$ 50,355		
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	\$ 120,000		\$ 120,000
<b>Total Contract Amount for Phase II</b>			
<b>Total Encumbrances for Phase II</b>	<b>\$ 120,000</b>		<b>\$ 120,000</b>
<b>Total Phase I and Phase II Encumbrances &amp; Expenditures</b>		<b>\$ 158,856</b>	<b>\$ 212,560</b>